CIRCULAR

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY

NO.: 09-08-OIT	ORIGINATING AGENCY: OFFICE OF INFORMATION TECHNOLOGY		
EFFECTIVE DATE: 1-5-09	EXPIRATION DATE: INDEFINITE	SUPERSEDES:	
SUBJECT: IT STAFF AUGMENTATION CONTRACT – ACCEPTABLE USE POLICY			
ATTENTION: DIRECTORS OF ADMINISTRATION AND AGENCY IT MANAGERS			
FOR INFORMATION CONTACT: JOHN SEDLAK		PHONE: (609) 633-9052	

I. PURPOSE

This document is a guide for all using agencies to follow when requesting "new" staff augmentation services, including "extensions" to existing staff augmentation engagements.

This policy is also applicable to the Cooperative Purchasing participants that are approved to use this contract.

II. AUTHORITY

This policy is established under the authority of State of New Jersey P.L. 2007, c.56.

III. POLICY

The IT Staff Augmentation contract is to be used to provide temporary IT staffing assistance on project initiatives, not to exceed 12 months for each project.

All staff augmentation requests, including extensions (regardless of dollar amount) will be reviewed and approved through the OIT Procurement Approval Process. The DCTOs will review the work requested, the skill sets, the duration and more importantly, whether the work falls within the scope of this contract, or if it should be issued as a Request for Proposal (RFP) or a Request for Quote (RFQ).

IV. PROCESS

A. **Duration:** All IT Staff Augmentation requests are limited to a 12-month period. Any request for extensions beyond the 12 months must receive an approval for an Exception from the State's Chief Technology Officer (CTO). Using agencies must submit a detailed written justification to support an extension request.

B. **Work Products/Deliverables:** All requests should include broadly-defined, project or phase requirements, defined tasks and tangible deliverables. The completion of project milestones can take the form of work products/deliverables.

NOTE: This contract is not to be used for on-going maintenance support.

C. **Office of Contract Services within the Office of Information Technology (OIT):** Contract Services' role in IT staff augmentation requests will be to answer questions and resolve any interpretation issues regarding what is acceptable use under the IT staff augmentation contract.

D. **Accountability:** The State employee managing the engagement is responsible for ensuring that work products and deliverables are produced on time and in a quality manner to minimize any risk to the State.

E. **Procedure:** To initiate a request for services, a meeting should be held with a Computer Aid, Inc. (CAI) account manager to develop the requirements, determine the appropriate skill level to be requested and draft the Scope of Work (SOW). The SOW should be entered into the PeopleClick tool as a draft requirement. After obtaining internal agency approvals, the draft requirement, printed from PeopleClick, must be attached to the purchase order and submitted to OIT for approval. This submittal should include all required documentation, in accordance with all other IT procurements. Once approval has been received from OIT, the agency must send the purchase order to CAI, who will enter it into the PeopleClick tool. CAI will release the SOW to the vendor community through PeopleClick to obtain résumés of potential candidates which will be presented to the agency. (Please see the attached detailed Workflow Process.)

V. NEW STAFF AUGMENTATION REQUESTS

A. **Acceptable parameters in which Staff Augmentation can be used:**

(At least one criterion must be met.)

#	Acceptable Parameter	Guide/Implications
1	<u>**Temporary Work:**</u> For work that is temporary in nature.	Staff Augmentation is meant to be temporary in nature. The specific duties assigned to the individual should be viewed as temporary in nature (even though the work may be part of a larger, longer term endeavor). In general, staff augmentations will be approved for a 12 month period or less. Extensions beyond the original period will be reviewed and approved through an OIT Exceptions review process. Staff augmentation can be used for an

		"open contract" where a resource is onsite on an "as needed" basis to resolve issues for the specific timeframe indicated in the engagement request and specific definable task.
2	**Augment Staff:** To temporarily augment existing staff that is currently working as part of a team.	Augmented staff can work as part of existing contracted teams or existing State teams. Staff Augmentation resources cannot be hired to lead projects exclusively. This creates issues related to knowledge transfer and decision making. They can be used to supplement project management, but cannot be used as the single lead of a project.
3	**Led by State Employees:** For work that will be overseen by a State employee.	Staff Augmentation resources should not be leading initiatives on their own without having the guidance and direction of a State employee.

B. **Unacceptable parameters for the IT Staff Augmentation contract:**

#	Parameter	Guide/Implications
1	**Reporting Relationships:** State employees cannot report to a staff augmentation individual.	Only the State Project Manager for the engagement can approve a State employee's work.
2	**A Project Based Work that Should Utilize Another Type of Procurement Solicitation:** In instances where it is more appropriate or beneficial to utilize another procurement method to acquire the necessary services.	An RFP or RFQ should be used when it is to the best interest of the State or the work is out of scope for this contract. An example for using a RFP would be in an instance, where an agency has a general idea of a solution, with some specifications and/or the project is large and complex with potential for multiple solutions. The DCTO will take this into consideration as the work request is reviewed.

VI. EXTENSIONS TO EXISTING IT STAFF AUGMENTATION PURCHASE ORDERS

Extensions to IT staff augmentation requests will be granted by the CTO on a case-by-case basis. In all cases, an extension will be granted only when the acceptable parameters are met and when the agency is planning to, or is currently working on implementing a long term alternative to staff augmentation. This may include, but is not limited to:

- Reviewing to ensure that existing staff are unavailable to perform these functions
- Reviewing if there is an existing statewide contract that can be utilized
- Creating a State position
- Hiring someone to fill a position
- Developing an RFQ for the work
- Developing an RFP for the work
- Decommissioning a system which will no longer necessitate need for the resource
- Conducting knowledge transfer to existing staff
- Expanding the scope of an existing contract via a change order in order to incorporate staff augmentation work

VII. AUDITS

OIT retains the right to conduct periodic audits to ensure compliance.

VIII. NON-COMPLIANCE

Agencies found to be non-compliant may risk not having access to this contract.

Adel W. Ebeid
January 5, 2009

Adel Ebeid, Chief Technology Officer
Office of Information Technology

New Jersey IT Staff Augmentation Contract Order Workflow Process Narrative

The following narrative describes the workflow process for the New Jersey IT Staff Augmentation Contract, which will be overseen by the contract's Managed Service Provider (MSP), Computer Aid, Inc. (CAI).

Step 1: The Agency Hiring Manager works with the CAI Account Manager to determine its specific IT needs, using the contract's standard job titles, skill categories, and rate structure. Once the need has been determined, the Agency Hiring Manager must obtain the appropriate agency approvals. The Agency Hiring Manager will enter the need as a draft requirement in the web-based tool. The Agency Hiring Manager must follow the order creation process as defined by the MSP. In addition, he or she must be sure to obtain a purchase order (PO).

Step 2: Once the need has gone through the proper agency approval process, OIT must approve the draft requirement (printed out from the web-based tool) and sign-off on the PO. The draft request entered into the web-based tool will not be acted on by CAI until an approved PO is received.

Step 3: Upon OIT approval, the Agency Hiring Manager must send the PO to CAI (using the information on Page 9 of your training manual), who will load the PO information into the web-based tool.

Step 4: Agency approvers should log into the system and select the proper PO Number within the draft requirement before it goes to the CAI Account Manager for final approval.

Step 5: Once the requirement and PO have received the necessary approvals, the CAI Account Manager will review them for completeness, and if necessary, submit questions back to the Agency Hiring Manager for clarification. Once the requirement is complete, the CAI Account Manager releases the requirement to the Vendor network.

Step 6: Vendor receives the requirement from the CAI Account Manager and reviews the requirement. If the Vendor has resources who they feel fit the description of the need, they will submit their information and resumes through the online tool. The Vendor is required to follow all applicable procedures for submittals.

Step 7: The CAI Account Manager monitors the online tool and receives all submitted resumes from the Vendor network.

Step 8: The CAI Account Manager reviews the resumes and selects a group of resumes to pass on to the Agency Hiring Manager, based on skill and experience match and availability. The CAI Account Manager then forwards the resume matches to the Agency Hiring Manager for review. Please note: This must happen within the required time frame as identified in the contract's service level agreements.

Step 9: The Agency Hiring Manager reviews the forwarded resumes and selects an appropriate number of resources to interview.

Step 10: The Agency Hiring Manager then notifies the CAI Account Manager of his or her selection.

Step 11: The CAI Account Manager notifies the selected Vendor/candidate and sets-up interview with the Agency Hiring Manager.

Step 12: The Agency Hiring Manager interviews the candidate, either by phone or in-person.

Step 13: The Agency Hiring Manager selects a candidate and provides the CAI Account Manager with all engagement details, including specific information on the resource, role, responsibilities, timing, and job location.

Revised 11/14/08

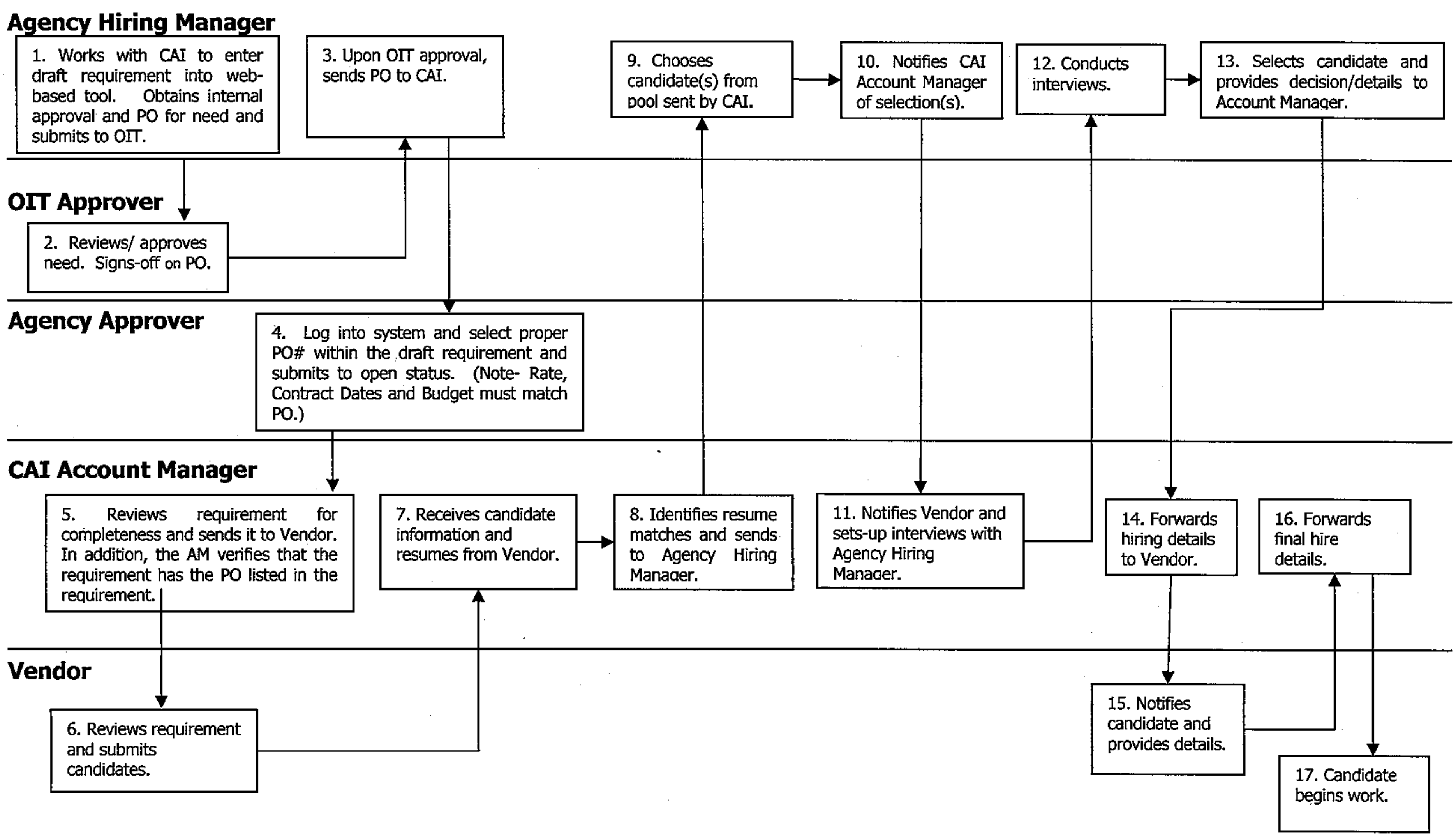
Step 14: The CAI Account Manager receives the engagement information and reviews for accuracy. The CAI Account Manager then notifies the Vendor Network that a candidate has been selected, and notifies the appropriate Vendor that its individual candidate was selected. The CAI Account Manager also ensures that all applicable background checks, drug tests, and all other necessary steps are completed.

Step 15: The Vendor of the selected candidate notifies the candidate of selection and provides all job details to the candidate. The Vendor also assists the candidate in completing all pre-work activities (i.e. background checks and drug tests).

Step 16: The CAI Account Manager forwards all final hire details to the Agency Hiring Manager and Vendor.

Step 17: The candidate begins work.

New Jersey IT Staff Augmentation Services – Order Workflow Process



Revised 11/07/2008